



# City of Newburyport

## Department of Public Services

### Water & Sewer Divisions

#### Dear Water/Sewer Customer:

The City of Newburyport would like to make you aware of upcoming changes to your water/ sewer bill. **Effective July 1, 2012**, all users will be billed **quarterly** rather than every six months. Based on feedback from fellow ratepayers, we hope that this will provide a number of benefits:

- Budgeting for a three month bill is easier than budgeting for a six month bill.
- Leaks will be caught faster, preventing abnormally high bills.
- Taking readings more often helps us all to conserve and better manage water use (or waste!).

**How does this work?** While the City does not need to enter your property to take a regular reading, we do have to drive around to pick up the signal at your location. To reduce gas and manpower, we've broken up the City into three billing cycles (1, 2, 3), each of which will get read/billed over a three month period. The date of your next bill will depend on where you live. See the following pages for a street listing to determine the date of your next bill.

Please note that, **effective July 1, 2012** the first quarterly bill that you receive, as specified on the following pages, will reflect usage from your previous bill date to the current bill date. Therefore, this may result in your bill arriving earlier or later than it would under the old six-month billing cycle. The amount of your bill will depend on how much water you actually used during that period since your last semi-annual bill.

**Can I Pay Online?** Coming later in the year, you will be able to Go Green and Pay Online. To utilize this service, please visit the City's website at [www.CityofNewburyport.com](http://www.CityofNewburyport.com) and click **"Pay Your Water/Sewer Bill Online."** Not only will this help the environment by not having to print over 32,000 bills a year, it will save ratepayers money.

**Questions?** Please visit the Water/Sewer Business Office located on the main level of City Hall. We can also be reached at (978) 465-4420 or [waterdept@cityofnewburyport.com](mailto:waterdept@cityofnewburyport.com).

**Thank you,**  
**Department of Public Services**